



At the Hotel Shamrock our greatest matter of importance is to provide a positive experience for our customers and employees in a safe and healthy environment. At Hotel Shamrock we have always and will always continue to take all the necessary steps and precautions as it pertains to upholding meticulous hygiene and cleanliness and practices to the terms of compliance of the Hospitality Industry for Guidelines for coronavirus ( COVID-19)

### **Hotel Shamrock Duty of Care We Have**

- Displayed Signage and Posters on information in regard to the Hospitality Guidelines for coronavirus (Covid-19).
- Posted an informational sheet in common areas listing tips for prevention and proper monitoring. • Increased the frequency and extent of our cleaning & disinfecting practices, especially as it pertains to objects and surfaces that are routinely touched by customers.
- Informed staff to stay home if they feel ill.
- Provided additional sanitizer stations in all areas of the hotel.
- Provided Physical Barriers and Floor markings to ensure physical distancing.

### **Personal Hygiene**

- Wash hands with soap and water for at least 20 seconds
- Use an alcohol-based hand sanitizer that contains 60-95% alcohol.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Stay home if sick.
- Cover nose and mouth while coughing or sneezing with tissue, then immediately dispose of that tissue and wash your hands.

Our leadership, management and support staff are working carefully to encourage the above simple and effective actions in order to protect our community, staff and customers. We encourage all our customers to also apply these preventive measures, as your health is of the utmost priority.

Gerard Rush – GENERAL MANAGER

# Frequently Asked Questions

Current as of 9 December 2020

## **Can people stand and drink?**

Yes, there is now no requirement for seated service.

## **Do tables still need to be 1.5 metres apart?**

No.

## **Do I still need to display signage at the entry showing our maximum patron capacity?**

Yes, signage at the entry to show the patron capacity of the venue (using the density quotient) is still required. Additional signage is needed at the entry of a gaming area or outdoor area to display the maximum capacities of those areas.

## **Can people dance at the pub?**

Yes, the density quotient of one patron per four square metres applies for a dancefloor, up to a maximum of 50 patrons.

## **Do I have to record customer details when they arrive?**

Yes.

All venues are required to use electronic record keeping (QR code) when applying the density quotient of one patron per two square metres.

If you are **not** using electronic record keeping (QR code) a density quotient of one patron per four square metres applies.

## **Do staff still need to wear a mask?**

No, masks are no longer mandatory. Staff may however still wish to wear them should they choose to do so.

## **What are the rules for having live music?**

Live music performances can now continue as they would normally, with adherence to the overarching COVID Safe principles and venue restrictions.